twitch.json

misinformation

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Source: https://help.twitch.tv/s/article/account-hacked?language=en\_US

['authentic']

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Topic Catalog More Preferred Language English (US) Moderation & Safety Account Security What can I do if someone else accessed my account?

If you believe your account has been inappropriately accessed, you can take action to regain control and prevent future abuse.

It is very important that you change your password as soon as possible.

We also highly recommend immediately setting up Two-Factor Authentication (2FA) to provide an additional layer of security.

On this page: How do I know my account was inappropriately accessed?

What can I do to recover/regain control of my account?

What if I can’t find or don’t have access to my account?

Receiving 2FA requests when you haven’t logged in recently?

How do I know my account was inappropriately accessed?

Some of the more obvious signs of your account being inappropriately accessed include: Any changes to your account settings or profile that you didn't make.

['authentic', 'trust']

Your account was unexpectedly suspended.

Your language selection has changed.

What can I do to recover/regain control of my account?

In order to secure your account, we recommend following the steps below: Delete Payment Methods - If you’ve noticed unrecognized purchases, we highly recommend deleting any currently saved payment methods .

This will help protect against additional purchases being made while your account is being secured.

Review all installed Browser Extensions - Remove any that you do not recognize or trust.

Browser Directions Chrome Go to chrome://extensions in your address bar.

Firefox Go to about:addons in your address bar, and click on Extensions on the left.

Edge Go to edge://extensions in your address bar.

Safari Go to Safari in the top left, click Preferences… , and click on the Extensions tab.

Review all installed programs / apps on your computer or other device you use to access Twitch - Remove any you do not recognise or trust.

Scan your computer/device for viruses and malware - Scan your computer or other device using trusted antivirus software or Windows Defender, which is built into Windows Operating Systems.

Remove Connections - In the past, you may have allowed 3rd party apps limited access to your account.

In order to secure your account completely, we recommend disconnecting all apps under the Other Connections section of your Connections Settings.

Check your account email - Check within your Twitch security settings to make sure the email on the account is still your correct email address.

If it is not we recommend attempting to change the email address back to the one you have access to as soon as possible.

Secure your email - To better protect your Twitch account we recommend you change your password on the email associated with your Twitch account.

This is especially important if your Twitch account password was the same as your email password.

We also recommend setting up Two-Factor Authentication on your email if it is available through your email provider.

See the step below for additional information on this and how to set it up.

Reset your password - Use a unique password you have not used anywhere else.

A combination of letters, numbers and symbols, as well as significant password length, are contributors to having a strong password.

Check out this article for more tips.

Set up Two-Factor Authentication - 2FA provides an additional layer of security for your account.

It is a great tool to help ensure access to your account is limited to just you.

See our article on Setting up Two-Factor Authentication (2FA) for your Twitch account for more information.

Contact Us - If after completing all of the necessary steps above you do not have control of your account or have unauthorized payments charged to you, please open a ticket with us so that we can assist you.

To ensure that your case is handled in the fastest way possible, please choose from the correct contact options based on what is happening.

If you can not login after you suspect your account has been accessed by someone else and you have followed the above steps already, file your case under Account/Login Issues >

Logging In >

My account has been hacked or stolen (without charges) .

If you’re noticing unauthorized charges after your account was accessed by someone else, please file your case under Purchases >

['authentic']

Receiving 2FA requests when you haven’t logged in recently?

If you already have 2FA enabled, and you’re receiving 2FA login requests when you haven’t logged in recently, this is likely an indication that your password has been inappropriately accessed.

Fortunately, 2FA is helping to keep your account secure by blocking the unexpected login attempt.

In a situation like, we recommend that you change your password, and leave 2FA enabled.

Was this article helpful?

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